

United States Mission Nigeria

Vacancy Announcement

No. 2011-070	Date: December 14, 2011	Ref: A55803
Subject:	TELEPHONE OPERATOR	
Location:	ABUJA – INFORMATION PROGRAMS CENTER (IPC)	
Applicability:	ALL INTERESTED CANDIDATES	

OPEN TO: All Interested Candidates

POSITION: Telephone Operator, FSN-04

OPENING DATE: December 14, 2011

CLOSING DATE: December 28, 2011

WORK HOURS: Full-time; 48 hours/week

SALARY: **OR -Ordinarily Resident**–N1,671,821p.a. (Starting basic salary)
FSN-4/1

NOR - Not Ordinarily Resident
AEFM/EFM - US\$24,518 Starting Salary p.a., FP-AA

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The **U.S. Embassy in Abuja** is seeking to employ a suitable and qualified candidate for the Telephone Operator position in the Information Programs Center in Abuja.

BASIC FUNCTION OF THE POSITION:

The incumbent operates a multiple console type telephone switchboard to place, redial and route calls in response to senior officer requests. Incumbent serves as an interpreter as required and attempts to provide non-routine information and resolve minor complaints. Other responsibilities include maintaining logs, preparing bills for long distance calls and coordinating reduction of junk mail.

To obtain a copy of this announcement please visit our Mission websites at:

<http://abuja.state.gov/default.aspx>

POSITION REQUIREMENTS:

NOTE: All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each criterion.

1. Completion of Secondary School is required.
2. Basic knowledge of practices involved in telephone switchboard operation is required.
3. Level III (good working knowledge) Speaking/Reading/Writing English is required.
Level III (good working knowledge) Speaking in Hausa, Igbo or Yoruba language is required.
4. Must be able to work under pressure.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

HOW TO APPLY

Interested applicants for this position **MUST submit** the following, or the application will not be considered:

1. **Application for US Federal Employment (DS-174); or a current resume or curriculum vitae that provides the same information as a DS-174; plus.**
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
4. **A type-written and signed application letter specifically applying for this position, and addressing the minimum requirements as advertised.** Please reference the job title and announcement number on the application letter.

SUBMIT APPLICATION TO:

Embassy of the United States of America
Human Resources Office
Plot 1075 Diplomatic Drive
Central District Area
Abuja.

POINT OF CONTACT:

Tel: 09-461-4000 Ext 4261
Fax: 09-461-4036
E-mail: HRNigeria@state.gov

DEFINITIONS

1. US Citizen Eligible Family Member (USEFM) – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 - A. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 - B. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian.

3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

CLOSING DATE FOR THIS POSITION: December 23, 2011

The U.S. Mission in Nigeria provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

An Equal Opportunity Employer